

Payment Terms and Policy

REGISTRATION

Our preferred method of registration is online. Paper registrations are also available (must be mailed to offices, not hand delivered to office or program sites – this includes payments).

Program Information and Registration: <https://www.rodneystreettennis.org/summer.html>

You may reserve a space for your child(ren) by paying the full program fee or with a non-refundable \$50 deposit for each week of program by the payment due dates listed below.

Online payments are preferred. In person payments may be submitted directly to our Program Manager (checks preferred; please ensure you receive a payment receipt). Checks mailed to our office address must be postmarked by the payment due dates listed below.

Important Note: If there is an outstanding balance from any previous program attendance, registration will not be confirmed until balance is paid in full.

SCHEDULE TRANSFERS

Any changes to registration or transfers are subject to availability and space is not guaranteed. If space is not available during the week you've requested, we will contact you. Change requests can be made up to 2 weeks before the scheduled week starts. Any fee differences will be charged in full once your request is processed. If your fees are reduced and result in an overpayment, the amount will be refunded (please allow up to two (2) weeks for the refund to be processed/returned). You will be emailed a confirmation and a receipt, if applicable, once your request has been processed.

To request a change, please either communicate in person with our Program Manager or via email: admin@rstta.org.

If you have specific billing questions, please email our Office Manager at admin@rstta.org, with *Summer Program Billing Question* in the subject line.

TERMINATION POLICY

RodneyStreet reserves the right to suspend and/or terminate program services for the following reasons:

1. Overdue fee payment(s).
2. Harassment, intimidation or bullying whether written, physical, verbal or via electronic communication will not be tolerated. Any action that disrupts or interferes with the orderly operation of programming or the rights of other participants may be considered grounds for suspension and/or termination.
3. Chronic tardiness at pick-up time.
4. Chronic failure to inform RodneyStreet of a child's absence.
5. Use/possession of illegal substances or weapons.
6. Any child who leaves the program grounds on their own without notification will not be allowed to return for the rest of the program.
7. No refunds will be issued if a participant is terminated because of their involvement regarding items 1 through 6 in the Termination Policy list.
8. Incomplete or inaccurate emergency contact information.



Summer Tennis and Enrichment Program

Payment Terms and Policy

PAYMENTS AND DEPOSITS

You may reserve a space for your child by paying the full program fee or with a non-refundable \$50 deposit for each week. We determine refunds on a case-by-case basis.

If you have specific billing questions, please email us at admin@rstta.org.

PAYMENT IN FULL DUE DATES and WEEKLY PROGRAM FEES

WK 1: 6/13 - 6/17 | JUNE 1 - \$130

WK 2: 6/20 - 6/24 | JUNE 1 - \$130

WK 3: 6/27 - 7/1 | JUNE 1 - \$130

WK 4: 7/5 - 7/8 | JUNE 15 - \$104

WK 5: 7/11 - 7/15 | JUNE 15 - \$130

WK 6: 7/18 - 7/22 | JUNE 15 - \$130

WK 7: 7/25 - 7/29 | JULY 1 - \$130

WK 8: 8/1 - 8/5 | JULY 1 - \$130

ABSENCES

If your child is sick or unable to attend the program, please contact the Program Manager. Please refer to the parent handbook for instructions on how absences are to be reported. Days missed are not refundable. When you enroll in the summer program, you reserve the time, space, staffing and resources for your child, whether your child attends or not that day. Thank you for your understanding.

CANCELLATION POLICY

All program deposits are non-refundable. Refunds for any registration fees paid, less the deposit may be submitted one month prior to the billing date. Refund requests submitted after the program billing date may receive 50% of any registration fees paid, less the deposit. All refund requests are subject to approval by the Executive Director and/or Program Manager. Refunds will be returned in the same form that payment was made (Exception: cash payments will be returned by check.) We determine refunds on a case-by-case basis, however no refunds are provided if the child leaves the program early due to disruptive behavior, as determined by the Executive Director and/or Program Manager. Refunds may take up to two (2) weeks to process.

To cancel any registration or if you have specific billing questions, please email us at admin@rstta.org.